



Cisco CallManager Documentation Guide for Release 3.3(5)

This document lists and describes the documents that make up the Cisco CallManager suite of installation and configuration documents. It contains the following sections:

- [Cisco CallManager Installation Documentation, page 1](#)
- [Cisco CallManager Configuration Documentation, page 3](#)
- [Related Product Documentation, page 5](#)

Cisco CallManager Installation Documentation

This section lists Cisco CallManager install-related documentation. This section lists documents that are included in the Cisco CallManager software kit or are orderable through manufacturing.



Tip

The documents in this section also post to www.cisco.com and Cisco Connection Online (CCO).

Cisco CallManager Attendant Console Keyboard Shortcuts

This quick-reference guide lists all keyboard shortcuts that are used with the Cisco CallManager Attendant Console. The attendant can attach this document to the monitor or place it on the keyboard.

To access copies of this document online, refer to the URL.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendnt/call_att/index.htm

You can order copies of this document using the following customer order number:

DOC-7815504=



Corporate Headquarters:

Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(2) (or later)

This document describes how to install the BARS utility, configure backup settings, back up Cisco CallManager data, and restore data/server. This document also provides a list of files that the utility backs up.

This document supports Cisco CallManager, Cisco Customer Response Solutions (CRS)/Cisco Customer Response Applications (CRA), CDR Analysis and Reporting, and Cisco Emergency Responder.

To obtain additional copies of this document, refer to the URL. You can access the backup utility release notes at the same URL as this document.

<http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>

Installing Cisco CallManager Release 3.3(5)

This document provides procedures for installing Cisco CallManager on the publisher database and subscriber servers.

To obtain additional copies of this document, refer to the URL

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/instcall/index.htm

Installing the Operating System on the Cisco IP Telephony Applications Server, Version 2000.2.7

This document provides procedures for installing the Cisco-provided Windows 2000 operating system. Cisco IP telephony applications that use this operating system include Cisco CallManager, Cisco Customer Response Applications (CRA), Cisco Conference Connection, Cisco Personal Assistant (PA), and Cisco Emergency Responder.

You can access the operating system release notes at the same URL as this document. To obtain additional copies of this document, refer to the URL.

http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm

Upgrading Cisco CallManager Release 3.3(5)

This document provides procedures for reimaging the publisher database server in the Cisco CallManager cluster. This document provides procedures for installing Cisco CallManager on the subscriber servers.

This document also provides information on replacing hardware while you perform the upgrade.

To obtain additional copies of this document, refer to the URL.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm

Using Cisco CallManager Upgrade Assistant Utility 3.3(5)

This document provides procedures for running this pre-upgrade utility, which verifies that your system is in a good state before the upgrade.

To obtain additional copies of this document, refer to the URL.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm

Software License Agreement

The Software License Agreement provides a legally binding end user license agreement between Cisco CallManager customers and Cisco Systems, Inc.

You cannot access this document online.

Cisco CallManager Configuration Documentation

This section lists Cisco CallManager configuration documentation that is available only on www.cisco.com and CCO. Cisco does not print the documentation that is in this section, and you cannot order the documentation through manufacturing.

Bulk Administration Tool User Guide, Release 4.4(4)

This document provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_adm/index.htm

Cisco CallManager Administration Guide, Release 3.3(4)

This document provides step-by-step instructions for configuring, maintaining, and administering the Cisco CallManager voice over IP network.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3_4/ccmcfmg/index.htm

Cisco CallManager Attendant Console User Guide, Release 1.2(1)

This document provides reference and procedural information for users who are operating the Cisco CallManager Attendant Console. This release provides localized versions of the *Cisco CallManager Attendant Console User Guide* in multiple languages.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendant/call_att/index.htm

Cisco CallManager Features and Services Guide, Release 3.3(4)

This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks involving Cisco CallManager.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3_4/ccmfeat/index.htm

Cisco CallManager Multilevel Administration Access Guide, Release 1.2(4)

This document provides information on installing and configuring multiple levels of security for access to Cisco CallManager Administration.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/mla/1_2_4/index.htm

Cisco CallManager System Guide, Release 3.3(4)

This document provides descriptions of the Cisco CallManager system and its components, configuration checklists, and links to associated *Cisco CallManager Administration Guide* and *Cisco CallManager Features and Service Guide* procedures.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3_4/ccmsys/index.htm

Cisco CallManager Serviceability Administration Guide, Release 3.3(4)

This document provides step-by-step instructions for configuring alarms, traces, and other reporting for Cisco CallManager serviceability and remote serviceability.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/service/serv334/ccmsrva/index.htm

Cisco CallManager Serviceability System Guide, Release 3.3(4)

This document provides descriptions of the Cisco CallManager serviceability and remote serviceability as well as links to associated *Cisco CallManager Serviceability Administration Guide* procedures.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/service/serv334/ccmsrvs/index.htm

Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 3.3

This document describes how to integrate Microsoft Active Directory and Netscape Directory with Cisco CallManager.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/plugins/index.htm

Installing Cisco Security Agent 4.0.1.539-1.1.3 for Cisco CallManager Releases 3.2(3), 3.3, and 4.0(1)

This document provides installation instructions and information about Cisco Security Agent for Cisco CallManager 3.2(3) and 3.3.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/csa/index.htm

Release Notes for Cisco CallManager Release 3.3(5)

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 3.3(5).

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/rele_note/index.htm

Troubleshooting Guide for Cisco CallManager, Release 3.3(3)

This document provides troubleshooting procedures for solving Cisco CallManager system and configuration problems.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/trouble/3_3_3/index.htm

Using the Cisco IP Telephony Locale Installer for Cisco CallManager 3.3(3)sr1

This document describes how to install the latest locales for your Cisco CallManager server. This document also provides troubleshooting tips and caveats about localization.

Tip The locale installer releases after Cisco CallManager. If you use locales other than English_United States with Cisco CallManager, do not upgrade Cisco CallManager until a compatible version of the locale installer releases.

You can access the locale installer release notes at the same URL as this document.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm

Related Product Documentation

This section lists additional documentation that is available on the World Wide Web, at www.cisco.com.



Note

For voice product documentation that is not specified in this section, refer to <http://www.cisco.com/univercd/cc/td/doc/product/ipcvoice.htm>.

Cisco CallManager Compatibility Matrix

This document lists Cisco CallManager releases and upgrade paths and provides detailed information about compatible releases and loads for devices, applications, application programming interfaces, features, and services.

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf

Cisco IP Manager Assistant User Guide

This document provides instructions and examples to help managers and assistants use the Cisco IP Manager Assistant (Cisco IPMA) feature.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/index.htm

Cisco IP Manager Assistant: Quick Reference for Managers

This document provides basic instructions to help managers use the Cisco IP Manager Assistant (Cisco IPMA) feature.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/index.htm

Cisco IP Phone Administration Guide for Cisco CallManager

The administration documents provide the information that you need to understand, install, configure, and manage your Cisco IP Phone.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/index.htm

Cisco IP Telephony Operating System, SQL Server, Security Updates

This document lists the latest operating system and BIOS upgrades for Cisco CallManager, Cisco Conference Connection, Personal Assistant, Cisco Emergency Responder, and Customer Response Applications.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm

Cisco IP Telephony Solutions Installation and Configuration Overview

This guide provides a high-level overview of the tasks that are involved in installing and configuring a Cisco IP telephony system.

http://www.cisco.com/univercd/cc/td/doc/product/voice/ip_tele/index.htm

Using Virtual Network Computing Version 4.0

This document describes how a system administrator can use a server to install applications or perform configuration tasks on a remote server while the user on the remote server views the tasks that occur.

http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm

Installing the Cisco Media Convergence Server Network Teaming Driver with Operating System Version 2000.2.7

This document provides information about installing and configuring the Cisco Media Convergence Server Network Teaming Driver when running operating system version 2000.2.7 or later.

http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm

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